



## **B. CASE MANAGER ROLES AND RESPONSIBILITIES**

1. In addition to the Case Manager Standards found in the Chapter 1600, the case manager is responsible for:
  - a. Informing and educating members and/or legal representatives about the SDAC service option including verifying that members electing SDAC understand their roles and responsibilities. Evidence of such discussion must be included in case notes.
  - b. Referring interested members and/or legal representatives to available resources for further information about and/or facilitating member participation in the Self-Directed Attendant Care (SDAC) service option.
  - c. Facilitating initiation of documentation as required by the FEA.
  - d. Advising the member as needed regarding the hiring and training of the ACW.
  - e. Assisting the member to assess his/her training needs and authorizing training based on that assessment as appropriate.
  - f. Documenting in the case notes and recording on the Non-Provision of Services and Gap logs any service gaps that are reported by the member and completing and submitting service gap reports as required by AHCCCS.
  - g. Assisting the member as needed in finding a replacement worker (generally from an agency) to provide services when the member reports that the ACW is unavailable and the member requests assistance. Services need to be provided within the timelines specified by the member's Member Service Preference Level. See Chapter 1600 for detailed information about these Preference Levels and the timelines associated with each.
  - h. Facilitating any needed transition from the SDAC service option to traditional service delivery system or transition back to SDAC when requested and appropriate.
  - i. Providing the member with a written notice of action that explains the member's right to file an appeal if the member disagrees with the authorization of SDAC services (including the amount/frequency of a service Refer to Arizona Administrative Code, Title 9, Chapter 34 (9 A.A.C. 34) for additional information.



### C. ATTENDANT CARE WORKER ROLES AND RESPONSIBILITIES

The attendant care worker (ACW) is an employee of the member who will provide the attendant care services (outlined in Policy 1310) that the member needs to be able to maintain independence in his/her own home. The ACW is to carry out the duties, as assigned, in the manner directed by the member, as appropriate, and as authorized by the case manager.

The ACW must meet certain pre-employment requirements and has certain rights and responsibilities.

#### 1. ACW Pre-Employment Requirements:

Pre-employment requirements include, but are not limited to, the following:

- a. Demonstrate proof of citizenship or legal residency.
- b. Present two documents that establish identity. At least one of the documents must include a photograph.
- c. Provide all required employment documentation as required by, State, or Federal requirements.
- d. If the worker will be driving the member, he/she must provide proof of current Arizona driver's license and insurance.
- e. If requested by the member, submit to criminal background checks and references.
- f. Demonstrate proof of certification in CPR and First Aid. Please note, CPR and First Aid are required prior to employment and are not reimbursable services.
  - i. Training in First Aid and CPR must be provided or sponsored by a nationally recognized organization (e.g., American Heart Association, American Red Cross, etc.), using an established training curriculum.
  - ii. Training sessions must be held in person, so that the participant may demonstrate learned skills such as mouth to mouth resuscitation and chest compressions. Web-based training without the benefit of on-site return demonstration of skills is not acceptable.
- g. The FEA is responsible for maintaining evidence of a. through f.